



STAFF NEWSLETTER

October 2018

INDUSTRY NEWS



FROM THE HR MANAGER

Reminder: BIC commenced the introduction of an electronic timesheet system called **Deputy**.

This system does away with the need to have paper based sign-on books as well as streamline your employee time and attendance process; making security and payroll simple.

This system will work as your time and attendance and be directly linked to your payroll and the hours paid to you – it is important that you accurately log on and off each working day!

Clocking in and out for your shift is easy and will need to be done by using the Deputy app on a smartphone (Android or iPhone), or on commercial sites, from the Deputy Kiosk.

Deputy will feed the clock on / off data into the payroll system and BIC will **pay from this data**.

For more information, visit : <https://goo.gl/jPv9XQ>

Please contact your Supervisor or Manager if you are having any issues or if you have any concerns.

KEY DATES

UPCOMING KEY DATES



- **November (Prostate cancer & depression in men)**
 - 1st-30th November
- **Walk To Work Day (Diabetes)**
 - 2nd November
- **National Day of Unity**
 - 4th November
- **Remembrance Day**
 - 11th November
- **World Kindness Day**
 - 13th November

BIC UPDATES

WORKPLACE HEALTH & SAFETY UPDATE

Site Security: **1)** Do not give access to anyone into the building, even if the person is an office employee of the site or someone you know, do not let them in. **2)** All staff must be extremely careful when entering any area to ensure that a stranger to the building does not enter in after them. You must make sure that every person has and uses their own access key/card to gain entry to an area or lift floor. DO NOT allow anyone to push any buttons or enter any area immediately after you have used your access key/card if they have not used their own access key/card first. You must report any suspicious behaviour or unlawful entry immediately to Security if available and to your Supervisor/Manager. **3)** Keep all tenancy doors locked at all times, even if you are still working inside the tenancy. **4)** Once you have finished cleaning an area, if the area requires an alarm to be set, you must set the alarm first, before moving onto another area. **5)** Carry your access keys/cards on your body at all times and never leave your keys any where unattended. **6)** At no time are you allowed to bring an unauthorised person onto any BIC site with you. **7)** You must not give your access keys/cards or alarm codes to any other person.

IMPORTANT: Failure to follow these procedures will lead to immediate dismissal.

Please be informed that using an online service for the purpose of generating medical certificates will not be accepted. In addition, anyone found submitting fraudulent medical certificates will be terminated without notice – this is considered serious misconduct and grounds for dismissal.

Should you receive a service or emergency request to clean up a **spill or hazard of any kind**, you must ensure that in the first instance you take with you appropriate signage and barricades which are appropriate for the area where the hazard is located. You must set these up immediately in accordance with the signage procedure TBT, before commencing the clean. The most important aspect is to ensure that you stop all staff/public from entering the hazard area. Failure to follow this procedure will result in disciplinary action and/or termination.

Many staff are still failing to follow our basic and mandatory warning sign procedure. **REMINDER OF WHS WET FLOOR PROCEDURE:** We use **Cone Wet Floor Signs for all entrances and exits to buildings and also in foyers/lift lobbies** during wet weather and also when cleaning or there is a wet floor for any reason. You must use multiple Wet Floor Cones so that they are clearly visible from all angles when entering and exiting the building. All Wet Floor Cones should be spaced at intervals of no greater than 5 to 10 meters so that signs can be seen at all times.

We also use **Closed for Cleaning Doorway Signs** which are suspended across doors whenever you are cleaning any **toilet or kitchen area**. These areas will be off limits during cleaning and will not be accessible to the public under any circumstance.

The signs must also remain in place until the floors are completely dry! You will need multiple door signs so that you can leave them in place to allow the floors to dry.

BIC UPDATES

EMPLOYEE OF THE MONTH



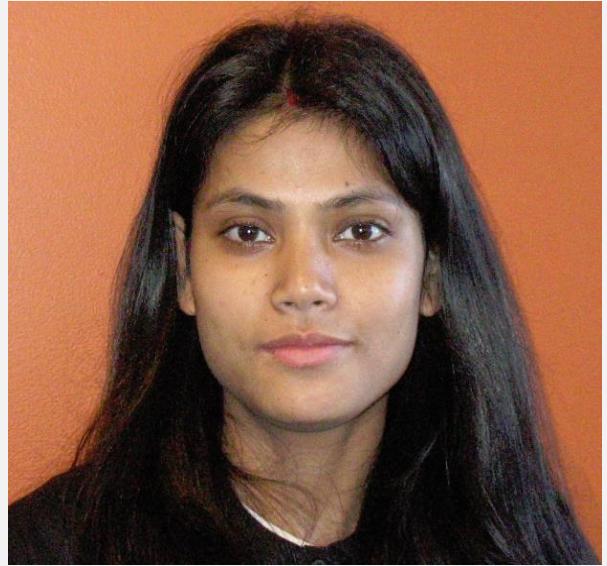
Heena Shrestha- 44 Market Street, Sydney

We would like to congratulate and nominate Heena Shrestha for employee of the month for always going above and beyond to achieve the clients' satisfaction.

Heena takes pride in her work and it shows in the quality of cleaning provided.

Our clients are really happy with her. We want Heena to know that all her hard work has not gone unnoticed and we appreciate everything she does.

Area Manager
Robert Pupulkovski



POSITIVE FEEDBACK



I hope you are well. I just wanted to pass along some great feedback, for our daily cleaner. This morning the office was looking exceptional, everything was just so clean!

All staff notice and appreciate the little details like the shine on the kitchen sink, the bookshelf looking polished etc. I feel like a little bit extra is being done each day which now has the office looking great.

Please pass on our praise and thanks.

Caitlin Makin
Customer Value Support Officer
Apia Gosford

I'm writing this email to say thank you for your effort helping us at the lobby. We have got always the fastest response possible for any of our daily operations requests and it's really nice to have you here with a warm smile and always attentive to do something above and beyond for us. Suzi, Romy and Mahesh you have been super stars!

Great work!
Please continue with your fantastic enthusiasm!

Warm regards,

Christian Blanco
Concierge
Chifley Square

I would like to give you feed back on our day kitchen cleaner Romy and afternoon cleaner (I don't know her name)

Both of the ladies are very pleasant, always have smile on their face and they doing an amazing job keeping our kitchens clean. Very hard workers and anything we ask for they more then happy to do it.

Thank you and your ladies for looking after us.

Regards,
Sanja Vuksa
Chifley Square